

Toll-Free Help Line - 1 - 877 - US - 2JOBS

The Help Line

The Toll-Free Help Line, 1-877-US-2JOBS, is an easy-to-remember telephone number that provides workers and employers with the information they need to access public workforce services. All 50 States, the District of Columbia, Puerto Rico and the Virgin Islands have entered into partnerships with the Department of Labor to provide access to such information for their workers and employers through the Toll-Free Help Line. Throughout the U.S. and these jurisdictions, workers who have lost their jobs can access information about jobs and job training, and employers who are laying off workers, anticipating a business closure or seeking skilled labor can learn about relevant services offered by the Department. In a phased implementation to be completed by Spring 2001, the Toll-Free Help Line will expand to provide information about public workforce services available to all other populations served by the Workforce Investment Act.

The Toll-Free Help Line is one of the powerful tools a comprehensive system for employment and training assistance developed in partnership with the Department of Labor, state and local governments. It joins other tools such as the web-based America's Service Locator and the One-Stop Career Centers to give workers and employers access to workforce development information and services. States and other agencies supply information that is stored in an automated database and used by customer service representatives at a state-of-the-art national call center to provide answers to questions and to connect customers to the appropriate resource at the state or local level for accessing services.

Benefits to American Workers and Employers:

Easy to remember number, available nationwide, providing information to dislocated workers. By April 2001, the program coverage will expand to include all workforce services. Information is available in multiple languages and TTY. (For TTY calls 1-877 TTY-JOBS: 1-877-889-5627)

The information database includes:

- ☐ Laid-off worker assistance
- ☐ Closest location and telephone number of training providers and one-on-one help
- ☐ Information on services resulting from specific layoffs by specific employers
- ☐ Unemployment claims procedures
- ☐ Information for employers, including WARN provisions
- ☐ Web addresses for Federal and State web sites, including sites for the disabled, that can provide in-depth information

The Help Line is designed to meet "world class" performance standards outlined in the ***National Performance Review*** to ensure customers fast, accurate, courteous service.

Benefits to all States:

The Department is developing this service in partnership with the states to improve services.

- Delivers information services through a Federal investment, freeing states to concentrate on delivering more intensive services.
- Can serve as a powerful backup mechanism to existing state call centers by handling increased call volume, large layoffs, local disaster and emergencies, etc.
- Can "hand off" callers to state offices smoothly and efficiently and handle callers with interests in multiple states.

Will provide regular, detailed reports to the states about calls received.

1-877-US-2JOBS or **(1-877-872-5627)**

1-877-TTY-JOBS or **(1-877-889-5627)**